Dear Municipal Partners,

On behalf of Emterra Environmental USA, I am writing to sincerely apologize for the recent delays in trash, recycling, and compost collection across your communities, and to thank you and your residents for your continued patience and understanding.

A major unforeseen internal issue occurred at our office prior to the start of the workday on Wednesday morning. As a result of this situation, employees were terminated and others were placed on suspension. Consequently, our operations are severely short-staffed for the remainder of this week.

This disruption has been further complicated by the Labor Day holiday weekend. Post-holiday material volumes are significantly higher than normal, making collection schedules tight even under standard conditions. Combined with our reduced workforce, this heavy volume has caused us to fall behind our usual timeline.

To resolve this as quickly as possible, we are taking immediate action:

• Staffing- We are immediately hiring new crew members to replace the workers suspended or terminated.

• Schedule Adjustments- Our team is working extended hours to catch up, but service in each community may run approximately half a day behind the standard post-holiday schedule.

Please assure your residents that all materials will be collected. We ask that all materials (trash, recycling and compost) remain at the curb until crews arrive and remove.

We deeply value our partnership with your municipality and take full responsibility for working through this challenge. Our entire team is focused on restoring our standard level of reliable service as quickly and safely as possible.

If you have any specific questions or need real-time route updates, please do not hesitate to contact our municipal contact Dan Garman or Derrick Peterson or myself.

Sincerely,

Angelo Caramagno
General Manger
Emterra Environmental USA